

**EXHIBIT 12**

Request number: 1-13842556

Safety related: null

Owner:  **Privacy**

Address:  **Privacy**

Owner phone:  **Privacy**

Vin:  **Privacy**

Make: Saturn - GM

Model: ION 2

Year :2004

Mod\_time :2008-11-27 11:16:49.657971

Open date : 2004-10-15

Odometer : 1500

Closed date : 2004-10-15

Complaint number :1

Complaint code 0 Z23

Complaint text 0 Saturn Engine Stalling

Component code 0

Agent notes : 0 No Symptom Indicated

Repair attempts 0 0

Description:

Work history number: 1

1-804G-38144|EVENT|null|null|2004-10-15|00:00:00|THE OWNER STATED SHE TURN ONTO A BUSY HIGHWAY WITH CHILDREN IN HER VEHICLE AND HER ENGINE JUST STOPPED AND SHE LOST CONTROL OF ALL THE POWER ACCESSORIES. SHE AVOIDED A COLLISON BUT STATED THIS WAS VERY DANGEROUS. HE VEHICLE WAS TOWED TO S/ROBINSON TOWNSHIP. ROADSIDE WAS VERY NICE AND CONSIDERATE, THEY KEPT THE VEHICLE IN THERE LOT UNTIL THE NEXT MORNING DUE TO THE KEY WAS STUCK IN THE IGNITION. ROADSIDE TOWED THE VEHICLE TO SATURN THE NEXT MORNING. THE FACILITY NEVER CALLED TO CONFIRM DELIVERY OF THE VEHICLE, NEVER CALLED TO STATED WHAT THE PROBLEM WAS OR WHAT THEY REPAIRED OR REPLACED. THEY JUST TOLD HER THE VEHICLE WAS FINE. I APOLOGIZED FOR THE INCONSIDERATE ATTITUDE. SHE WANTED TO SPEAK WITH A MANAGER TO LET THEM KNOW THAT SITUATION CAN NOT HAPPEN AGAIN. SHE FEELS UNSAFE WITH THE VEHICLE. I ADVISED HER I HAD DOCUMENTED THE COMPLAINT AND ADVISED HER OF THE SR#. SHE STATED THAT WAS FINE.|2004-10-15

Dealer name : Cochran Saturn, Inc.

Dealer address : 5190 Campbells Run Road,Pittsburgh,PA,152059719,USA

Repurch buy\_back\_mile: 0

Repurch nada: 0